



MONTGOMERY COUNTY EXECUTIVE REGULATION

Offices of the County Executive • 101 Monroe Street • Rockville, Maryland

Subject Position Description for Development Ombudsman	Regulation Number 18-14
Originating Department Office of Human Resources	Effective Date

Position Description for Development Ombudsman in the Office of the County Executive

Executive Regulation No. 18-14
COMCOR No. 02.27A.01
Issued by: County Executive

Authority: Montgomery County Code, 2004, Sections 1A-204 and 2-27A(e)
Supersedes: none
Council review: Method (1)

Montgomery County Register, Volume 32, Issue 5
Comment deadline: May 15, 2015
Effective date: _____

Summary: This regulation provides a position description for the non-merit position of Development Ombudsman in the Office of the County Executive. It includes a definition of the work, examples of duties and responsibilities, and the recommended qualifications, knowledge, skills, and abilities for the position. Montgomery County Code Section 2-27A(e) designates this position as a non-merit position. Under County Code Section 1A-104(b)(2), a person holding a position in the Executive Branch designated by law as a non-merit position must be professionally qualified under a position description established by regulation under method (1).

Address for Office of Human Resources, Executive Office Building, 7th Floor
Comments: 101 Monroe Street, Rockville, Maryland 20850

Staff contact: Stuart Weisberg, 240-777-5154, or stuart.weisberg@montgomerycountymd.gov

Please use the key below when reading this regulation:

Boldface
* * *

Heading or defined term.
Existing language unchanged by executive regulation.



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DEFINITION OF CLASS:

This is senior staff level work dedicated to facilitating the approval process of commercial and residential development projects deemed high priorities by the County and to resolving conflicts that arise related to the entitlement process, permitting, and general regulatory procedures. The position is located in the Offices of the County Executive. As this is a non-merit position within Montgomery County Government, the employee will be appointed by the County Executive and confirmed by the County Council. The employee reports to the Chief Administrative Officer (CAO). Key responsibilities of the position include:

- Acting as a facilitator for commercial and residential development projects, by working as an intermediary to address challenges, issues and concerns during development;
- Promoting regulatory efficiency, accessibility, transparency, predictability and consistency across agencies and departments both internal and external to County Government; and
- Serving as a catalyst by identifying systemic challenges in the entitlement process, permitting, and general regulatory procedures and facilitating with the agencies and departments to make necessary changes that bring about tangible improvements that save both time and costs.

The work is primarily sedentary, performed primarily in office settings subject to usual everyday risks, although the employee may make occasional on-site visits to various on-going development projects.

EXAMPLES OF DUTIES:

- Assists with the process of obtaining commercial and residential real estate development approvals and permits necessary for construction by acting as a problem-solving liaison between the County and State agencies and those affected by their rules and processes.
- Brings systemic concerns to the attention of the County leadership for resolution.
- Recommends improvements in procedures and processes to agencies and the County Executive.
- Facilitates communication and coordination between the public, individuals, groups, businesses and various County and State agencies (e.g., WSSC, M-NCPPC, SHA, DEP, MMCDOT, MDOT, MDE, MHT, DBED and DPS).
- Works across government agencies to address systemic problems and reduce regulatory burdens while promoting transparency and predictability regarding regulatory activity, consistency of business regulation within the County, appropriate flexibility, and a reasonable balance between the underlying regulatory objectives and the burdens imposed by the regulatory activity.



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KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of the principles and practices of land development, construction, and master planning (i.e., transportation needs, resource protection, and public facilities) and current issues affecting building and land regulation and development.
- Knowledge of the County's real estate regulatory processes and real estate development matters.
- Knowledge of infrastructure matters related to development projects including financing permitting and capital project schedules.
- Skill in identifying, analyzing and evaluating information concerning highly complex and often politically sensitive technical and conceptual information.
- Skill in negotiating agreements which accommodate the conflicting interests and viewpoints of numerous groups and organizations.
- Ability to express facts, conclusions and recommendations clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with government and elected officials, community and business groups, builders and developers.
- Ability to provide high level subject matter input, expertise, and advice regarding the development of land use planning policies.
- Ability to attend meetings and perform work assignments at locations outside the office.

RECOMMENDED QUALIFICATIONS:

Experience: Seven (7) years of progressively responsible experience involving development review, permitting, zoning, economic development, community planning, and land use planning processes, monitoring and tracking, three (3) years of which are in a supervisory or executive capacity.

Education: Possession of a Bachelor's Degree from an accredited college or university in real estate, engineering, business administration, construction management, architecture, economics, urban planning or in an appropriate planning specialization or related field.

Equivalency: An equivalent combination of education and experience may be substituted.



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MEDICAL PROTOCOL: Medical History Review:

Approved:

Isiah Leggett, County Executive

Date

Approved as to form and legality:

Anne T. Winkler
Office of the County Attorney

4/15/15
Date